Hastings City Bank

Apple Pay™ FAQs

- Why should I use Apple Pay?
    - Apple Pay provides extra security by eliminating the need for a physical card. Apple's TouchID technology also helps to ensure authorized use of Apple Pay.
- What type of device do I need to use Apple Pay?
    - Apple iPhone 6, iPhone 6 Plus, iPhone 6s, or iPhone 6s Plus
    - Apple iPad Pro, iPad Air 2, iPad mini 4, or iPad mini 3
    - Apple Watch paired with an iPhone 5, iPhone 5c, iPhone 5s, iPhone 6, iPhone 6 Plus, iPhone 6s, iPhone 6s Plus
- How do I add my card to Apple Pay?
    - To add a credit or debit card on your iPhone or iPad, open Settings and select "Wallet & Apple Pay". Follow the prompts to register your card.
    - To add a credit or debit card to your Apple Watch, open the Apple Watch app on your linked iPhone and select "Wallet & Apple Pay". Follow the prompts to register your card.
- Why am I being asked to call a number to verify my card?
    - This is an extra security step. Apple Pay will be active after your information is verified.
- Does Hastings City Bank protect my Apple Pay transactions?
    - Apple Pay transactions will be protected from Hastings City Bank in the same way as all other transactions
- Will merchants receive my physical card number?
    - They will not.
- Which credit and debit cards are eligible for Apple Pay?
    - All Hastings City Bank credit cards and personal debit cards are eligible.
- What merchants accept Apple Pay?
    - An updated list can be found at the following from Apple.com: http://www.apple.com/apple-pay/where-to-use-apple-pay/
- What if my phone is lost or stolen?
    - You can use the "Find My iPhone" feature from Apple's iCloud service to erase your iPhone.
    - You can also cancel your debit or credit card through Hastings City Bank. This card will then be inactive on Apple Pay.